

First 5 Placer Commission: Executive Summary Report Impact of Learning Conversations (LC) Approach

- ※ Satisfaction (Level 1) Results – *Did they like it?*
 - 100% reported that participation in the Learning Conversations (LC) represented a good investment for their agency
 - 94% would recommend the LC approach to others
 - Other:
 - ※ 30% reported that participation in the LC process had a *Very Significant Influence* on their use of outcome data to improve quality of client services
 - ※ 49% reported that participation in the LC process had a *Significant Influence* on their ability to learn from the data

- ※ Learning (Level 2) Results – *Did they learn it?*

- Highest Ranked Learning Gains

KNOWLEDGE/SKILL/BEHAVIORAL OBJECTIVES	Mean Score 1 -5 Scale
A. Enhance methods for collecting data about agency outcomes	4.2
B. Enhance methods for organizing data about agency outcomes	4.0
C. Focus discussion on data relevant to client outcomes	4.0
D. Increase awareness of partner networks	4.1

- Participants demonstrated they could use Learning Conversations skills successfully

- ※ Application (Level 3) Results – *Did they use it?*

- 96% applied Learning Conversations behaviors, skills, resources, or materials towards improved service with children and families

- ※ Impact (Level 4) Results – *Did using it make a difference to their agency?*

- *Participants reported that use of LC behaviors, skills, resources, or materials contributed to the following measures of improved service work with children and families*
 - *Improved collaboration*
 - *Improved quality of client services (including client satisfaction)*
 - *Improved time savings*
 - *Improved efficiencies*

- ※ Benefit Cost Ratio (Level 5) Results – *What was the cost benefit of the LC solution?*

Benefits/Costs
Ratio (BCR) = $\frac{\text{Program Benefits}}{\text{Program Costs}}$

$$\frac{\$322,273 \text{ (LC Cost Benefits)}}{\$46,344 \text{ (LC Costs)}} = 6.95 : 1 \text{ BCR or } \$6.95 \text{ return for every } \$1.00 \text{ invested}$$

- ※ Intangible Benefits

- Increased focus on outcomes
- Increased collaboration with referral network
- Increased awareness of “child brain development” message